**Project Name:** Appeals & UI EASY Enhancements

**Agency:** Job Service

**Business Unit/Program Area:** Unemployment Insurance

**Project Sponsor:** Darren Brostrom

**Project Manager:** Mike Fisher

| Project Objectives | Met/ Not Met | Measurements |
|---|---|---|
| | | Description |
| Empower customers via additional self-service capabilities. | Met | The 7 main areas of new functionality are in production.<br><br>The processes for electronic filing are now in production resulting in a decrease of 2-3 distribution days for those who choose to use electronic filing vs. using the US Postal Service. |
| Provide a system that has user friendly features and is easy to learn. | Met | The display navigation page and verify quarter process are in production. |
| Increase internal efficiencies through the automation of manual processes. | Met | The automatic notification of electronic hearing reminders is in production:<br>• In January, 2010, we can measure the reduction of the hearing no-show rate for those who consent to electronic filing vs. those who file non-electronic.<br><br>The automatic notification of electronic hearing notices, exhibits, and appeal decisions are in production:<br>• In January, 2010, we can determine the mailing and staff cost reductions due to electronically disseminating of hearing notices, exhibits, and appeal decisions.<br><br>The processes which allow the filing of previous quarter Contribution and Wage Reports are in production:<br>• In January, 2010, we can measure the average number of minutes of JSND staff time saved per report for each previous quarter filed. |

| Schedule Objectives | | | |
|---|---|---|---|
| Met/ Not Met | Scheduled Completion Date | Actual Completion Date | Variance |
| Not Met | 10/27/08 | 07/07/09 | 31.5% behind schedule |

| Budget Objectives | | | |
|---|---|---|---|
| Met/ Not Met | Baseline Budget | Actual Expenditures | Variance |
| Met | $258,790 | $243,144 | 6% under budget |

| Major Scope Changes |
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| 1) Provide employers the ability in UI EASY to:<br>   a) View / appeal (to lower authority) benefit determinations<br>   b) View / appeal (request bureau review) benefits & tax<br>   c) View Bureau review requests benefits & tax.<br>2) Allow employers to make voluntary electronic contributions. |

| Lessons Learned |
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| • One of the biggest challenges of the project was managing the delays due to other projects and priorities. Consider breaking longer projects into smaller projects, grouped as a program.  This would allow us to manage our resources better and minimize costs due to delays.<br>• Provide more training on how to write user acceptance test scripts.  Seven of the eight people did not know how to write test scripts.<br>• Add additional time in the project schedule for analysis/design and acceptance testing. |

| Success Story |
|---|
| When we started writing test scripts, it was difficult to determine how long it would take to write the test scripts considering 7 of the 8 testers had never wrote user acceptance test scripts before.   Using metrics, we were able to project how long it would take each person to write their scripts.  This allowed us to plan in advance the use of the UAT environment and to work around the priority emergency project's resource needs that were active at the time. |